



PUBLIC NOTICE

You are at all times entitled to be served:

- Promptly and in a courteous manner.
- With due regard to privacy and confidentiality.
- By friendly and helpful staff.

OUR COMMITMENT TO YOU

We undertake to:

- Deal with you in a fair and open manner.
- Discuss any aspect of your dealings with us.
- Explain how a decision was reached.
- Monitor and evaluate our performance.
- Examine the development and delivery of our services in order to meet your needs.
- Train our staff to meet your needs on an ongoing basis.
- Put in place a complaints procedure for customers dissatisfied with the quality of service received.

In order to achieve this, we ask our customers to note that the following behaviour will not be accepted in any of our facilities:

- Behaviour which is disruptive and interferes with the use and enjoyment of the facility by others.
- Harassment of staff or members of the public by the use of abusive, racist, obscene or threatening language.
- Use of violence or threat of violence towards staff and/or members of the public.
- Malicious damage to and/or theft of Fingal County Council property.
- The use of alcohol and illicit drugs while using Fingal County Council facilities.
- Smoking in public areas within Fingal County Council premises.

Please help us to encourage the responsible and considerate use of Fingal County Council facilities by observing this Code of Conduct.